

ABSTRACT OF THE DISCLOSURE

A system and method for monitoring a telephone switching environment. In a preferred embodiment the system and method construct a call record for each telephone call; receive data regarding telephony events; match a received telephony event with a call record;

5 update the matching call record based on the received telephony event data; and combine the updated call record with data indicating the location of recorded audio data for the segment of the call, to generate a master call record representing the lifetime of the telephone call.

Additionally, the system and method are capable of assembling and playing back segments of telephone calls using the recorder locations described in the master call record for each

10 telephone call, and of using the master call record to display a graphical representation of the telephone call.